### Experience



**Ruby**

**Customer service representative**

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# Objective

**Experienced:** Customer service representative with over 5 years of experience in telephone customer service, including sales, tech support and customer care.

**Efficient:** Adept at handling various calls on a daily basis, while consistently resolving costumers’ issues in a short time span.

## Skills & Abilities

**Skilled:** Computer literate and with acquired knowledge of PHP, ASP and VB NET programming. Familiar with major customer service software, conflict resolution a possess a positive attitude.

**Bilingual:** Proficient in the English and Filipino language.

Possesses good interpersonal and communication skills.

## Vitals

**Customer Service Representative**

**Sutherland Global Services**

**Microsoft Store August 2013- April 2015**

* Handles 40+calls daily with duties including signing up new customers, retrieving customers data or order, presenting relevant product information and making sales.
* Conversational in English (able to meet all customer service requirements with English speakers)
* Memorized entire line of company products & services, including prices and special discounts.
* Persuade customers to listen to sales pitches and consider making upsell purchases
* Work as part of the sales team to drive positive company sales results
* Help customers register online and process their orders
* Check product availability for customer orders and order or restock items if necessary, to satisfy the customer
* Communicate with customers about their orders, including any delays or changes in delivery
* Provide excellent customer services and ensure customer satisfaction.
* Build positive working relationships with customers for repeat businesses.
* Make sales calls to existing and new customers for business growth.
* Provided technical support for customers on a wide range of company products.
* Remain cool during heated exchanges with irate customers and reach a peaceful resolution.

**Microsoft Save and Retention May 2015-April 2019**

* Answers and explained to customers about the charges on their accounts.
* Explained to customers the status of their subscription.
* Develop new strategies for customer retention activities.
* Respond to customer queries and address service complaints in a timely manner.
* Suggested a new tactic to keep the customers not to cancel their services.
* Analyze customer feedbacks and develop new techniques to ensure customer retention.
* Receive source data such as customers name, address, phone numbers and credit card information and enter data into various customer service software.
* Perform refunds, exchanges and adjust billing
* Provided features and benefits of the products to retain customers.

### Education

University of Pangasinan

Arellano St. Dagupan City

**Bachelor of Science in Information Technology**

April 2013

**President NSTP1267 DA Class**

A.Y 2009-2010

**CITE SC Fourth Year Representative**

A.Y 2012-2013

Mangaldan National High School

Special Science Class

April 2009

**ADDITIONAL SKILLS**

* Software – Windows 10, MAC
* MS Office Proficient (Word, Excel, Powerpoint)
* Reseach and data encoding
* High stress tolerance and commitment to work
* Effective leadership and easy to work group/solo